

ELIGIBILITY OPERATIONS REVIEW TIGER TEAM OVERVIEW



SERVICE DELIVERY

TEAMS:

- ACCESS
- FRC Operations

PURPOSE: Identify solutions to challenges at the point of service at the ACCESS Customer Service Center and Family Resource Centers.



INFRASTRUCTURE

TEAMS:

- Information Technology
- Facilities

PURPOSE: Ensure Eligibility staff members have the tools they need and work in environments that promote pride in service.



OVERSIGHT

TEAMS:

- Policy Development
- Data/Metrics/Evaluation
- Communication

PURPOSE: Develop policies, monitor performance and communicate effectively to drive service delivery.



RESOURCES

TEAMS:

- Hiring and Training
- Grants
- Finance

PURPOSE: Set the foundation for success through staff recruitment and development, and maximizing revenues for HHSA and its partners.



Progress Update #7

August 9, 2012

Service Delivery:

• **Family Resource Center Application Processing Pilot Projects**

Two Family Resource Centers (FRCs), El Cajon and Centre City, are launching pilot projects that will test new procedures during the initial application process. Goals of the pilots include:

- Improve efficiency during the initial application process and while the application is pending eligibility determination.
- Reduce wait times for customers to speak to a staff member during the pending process.
- Improve customer service by assigning new applications to a single worker, and assigning the phones calls associated with those cases to those specific offices.

How The Pilots Will Be Structured

- Each participating FRC will have a designated phone line for new applicants to use as needed while their application is pending approval. These phone lines will be managed by Office Assistants Monday through Friday, 8 AM to 5 PM. The number will be given to applicants when they apply, and printed on their Notices of Action (NOAs).
- The eligibility worker who conducts the initial application interview will maintain the case until eligibility has been determined, reducing the number of staff working on the case.
- Pilot FRCs will schedule intake appointments from same-day to five business days from the application date. Applications determined potentially eligible to receive CalFresh expedited services will be scheduled within two days of the application date.

Timeline

- The pilots are planned to last 90 days. At the conclusion of the initial period, the pilots will be evaluated and possibly extended for an additional 90 days.

Evaluation

- Indicators that will be considered in evaluation include:
 - Customer satisfaction
 - Number of applications received, pending cases and pending programs
 - Timeliness in processing
 - Correspondence with ACCESS Customer Service Center
- The Mail Scanning Center (MSC), formally known as the Mail Imaging Center (MIC), is changing its name to the **Document Processing Center (DPC)** to better reflect its role in supporting eligibility. DPC is adding clerical staff from ACCESS's External Referral Application (ERA) unit and will incorporate some initial processing duties of electronic applications. The DPC will continue to image US mail for all of the FRC's and explore ways to further support the FRC's with processing documents.
- Initial plans are being developed by ACCESS and AT&T, one the Agency's technology providers, to incorporate a provider line, changes to the Interactive Voice Response (IVR) script, and a workforce management tool. Specific details will be shared as they are developed.

Oversight:

- More than 360 customer surveys have been collected across the Agency gauging feedback on a variety of service-related issues, including staff courtesy and program knowledge, office environment and overall satisfaction. Survey teams collected responses at all 10 Family Resource Centers (FRCs) during the end of July and beginning of August. When the analysis is complete, the responses will provide valuable feedback to the Agency and provide a baseline for customer satisfaction.

Resources:

- Below is the updated tentative schedule for hiring and report dates for new eligibility staff:

| Report Date | *Staff and Location |
|---------------|---|
| Varies | 20 clerical staff report to Document Processing Center |
| May 4, 2012 | 13 new Human Services Specialists reported to Family Resource Centers |
| June 1, 2012 | 20 Human Services Specialists reported to ACCESS |
| August 2012 | 18 Human Services Specialists report to ACCESS 39 Human Services Specialists report to Family Resource Centers and Fraud & Integrity |
| November 2012 | 24 Human Services Specialists report to Family Resource Centers |
| December 2012 | 24 Human Services Specialist report to the Family Resource Centers |

* Number of staff subject to change based on medical clearance and background check.

Data Metrics

Program Data: July 2012

| Program | Caseload | Applications | Recipients | % Change in Recipients From July 2011 | % Change in Caseload From July 2011 |
|----------------------------|----------|--------------|------------|---------------------------------------|-------------------------------------|
| CalWORKs | 29,973 | 3,839 | 76,460 | -7.2% | -6.5% |
| CalFresh | 112,146 | 11,901 | 251,830 | 8.4% | 11.2% |
| General Relief | 1,310 | 375 | 1,317 | 27.2% | 27.2% |
| Medi-Cal | 171,973 | 13,808 | 354,095 | -0.4% | 0.2% |
| LIHP (Coverage Initiative) | 27,860 | 2,738 | 27,860 | 121.3% | 121.3% |
| CMS | 2,051 | 3,302 | 2,051 | -59.5% | -59.5% |

ACCESS: July 2012

| Total Calls | 74,613 | |
|-------------|-------------------|--------|
| | Answered | 45,679 |
| | Self-Service | 12,278 |
| | Transferred Out | 2,851 |
| | Abandoned | 13,805 |
| | Average Wait Time | 23:59 |

ACCESS: July 2011

| Total Calls | 62,102 | |
|-------------|-------------------|--------|
| | Answered | 34,275 |
| | Self-Service | 10,781 |
| | Transferred Out | 2,686 |
| | Abandoned | 14,360 |
| | Average Wait Time | 37:39 |